



**DON MOYER
BOYS & GIRLS CLUB**

Online Registration FAQ's

Where can I register online?

You may register for Club Membership, a program or an activity at our website, www.dmbgc.org, by clicking the "Become a Club Member" button. Alternatively, you may go directly to Trax Parent Portal to set up your online account for [Champaign](#) or [Rantoul](#).

How do I register online?

To register for Club membership, a program or an activity, you must have an online account through our [Trax Parent Portal](#). First time users should click REGISTER, fill in the required information and then wait for a confirmation email, which will allow you to create your online account. There are step by step directions available on the sign-in page of the Portal as well as on our website.

Where is my confirmation email?

The confirmation email is generated automatically once your information has been verified with our database. It will NOT come from the Club but one of these email address: online@traxsolutions.com or nfocus@traxsolutions.com. First time users registering for an account, please wait at least 1 business day before checking for a confirmation email. If you still have not received one, please check your SPAM or Junk folder.

I don't have a computer, what are my options?

The Trax Parent Portal is available through any PC, Mac, AND any smartphone. When using a smartphone, make sure that cookies are enabled and that you have the privacy mode turned off.

I signed up for an account, is my child/children registered?

Signing up for an account is just the first step of the online registration for Club membership. Once you have an account you must fill in your household information, complete the full membership application and make full payment. Once you have successfully registered, you will receive another email confirming what program your child is registered for and receipt of payment (if applicable).

Will I have to pay online as well?

Payment can be made either online when you register or in the Admin office at Don Moyer Boys & Girls Club, Monday through Friday, 9am – 5pm. You can pay by cash, check/money order or credit card. Registration payment must be paid in full by the week before programming starts.

The online registration says I have to pay online.

In order to complete the registration, you must checkout of the online portal. You are able to change the fee amount to zero on the very last page of the checkout screen after you've completed the membership application.

I have more questions, who can I contact?

If you have additional questions you can email or call the Club, contact@dmbgc.org or 217-355-5437.